



USF Ticket Office Policies, Procedures, and Ticket Information

Last Updated: 8/10/22

Hours of Operation:

The USF Ticket Office is located inside War Memorial at the Sobrato Center. General Ticket Office operating hours are Monday – Friday, 10 am to 4 pm. On game days, operating hours are from 10 am until 2 hours prior to game time. The Ticket Office is closed on holidays, unless there is a home game scheduled that day.

Physical Address:

2335 Golden Gate Avenue
San Francisco, CA 94117

Mailing Address:

Attn: USF Athletics Ticketing
2130 Fulton Street
San Francisco, CA 94117

Contact Info:

Email: usftickets@usfca.edu
Main Office: 415-422-2873 (2USF)

Venues:

War Memorial at the Sobrato Center (Home of: Men's Basketball, Women's Basketball, Volleyball)

2335 Golden Gate Ave.

San Francisco, CA 94118

Negoesco Stadium (Home of: Men's Soccer and Women's Soccer)

222 Stanyan St.

San Francisco, CA 94117

Benedetti Diamond (Home of: Baseball)

2305 Golden Gate Ave.

San Francisco, CA 94117

Refunds and Exchange Policy:

All sales are final upon completion of transaction. Refunds will not be made due to a game time or date change. In circumstances such as these, exchanges will be offered for other USF Athletic events, subject to availability.

For games that are cancelled due to inclement weather, tickets can be exchanged for a game scheduled on a later date (subject to availability). If game is part of a doubleheader, no refunds or exchanges are given if first game of doubleheader is completed.

The USF Ticket Office and USF Athletics is not responsible for any ticket purchased through a third-party site, app, or vendor whether online or in-person (e.g. StubHub, Vivid Seats, SeatGeek, Ticketmaster, Game Time, or other such vendors).

Payment Methods:

The USF Ticket Office accepts all major credit cards (VISA, American Express, MasterCard, Discover), debit cards, and cash payments. Checks are not valid for single game ticket sales, and are only accepted as payment towards season ticket or bulk ticket orders.

Game Day Box Office Hours:

Each venue's box office opens an hour before game time.

The Ticket Office will remain open in the following time frames for each respective sport.

Men's Basketball/Women's Basketball: 60 minutes prior to tip until halftime.

Men's Soccer/Women's Soccer: 60 minutes prior to kick-off until halftime.

Women's Volleyball: 60 minutes prior to event time and through the second set.

Baseball: 60 minutes prior to first pitch until the top of the 5th inning.

Spectators will not be admitted once the Ticket Office is closed.

Parking:

Street parking around USF is available on a first come-first serve basis. Please be aware of any posted placards, signs, or other restrictions. Driver assumes all risks. Daily permits can also be purchased through USF's Office of Public Safety.

Concessions:

USF Athletics offers a variety of meals, snacks, and drinks (including beer and wine for fans aged 21 or older) at each of our ticketed sporting events. Please keep in mind that food and drink options are subject to change. Concessions are located:

War Memorial at the Sobrato Center: Inside the south lobby on the ground floor. Ancillary concession stands may be set up throughout the upper concourse.

Negoesco Stadium: At the midfield line, just south of the press box and near the restrooms.

Benedetti Diamond: Inside the main entrance directly across from the ticket booth.

Ticket Delivery Methods:

Tickets for all USF athletics events are electronic. Delivery methods include either mobile delivery or print at home delivery. Mobile tickets will be sent from tickets@athletics.usfdons.com and contain the subject line: Your Mobile Delivery Tickets

Online Ticketing:

Tickets can be accessed via www.usfdons.com/account. Access is granted through a user's account email and password. If you need assistance with logging into your account, please contact the USF Ticket Office. Single game tickets will also be emailed directly to the buyer's email address provided a few minutes following completion of the transaction.

Accessible Seating:

Accessible and companion seating is available upon request on a first come-first serve basis. If a fan needs any special assistance, please contact the Ticket Office prior to the game in order to be accommodated.

USF Faculty and Staff Tickets:

Men's Basketball:

USF full-time faculty and staff are eligible to receive a discount on men's basketball season tickets in select locations. Please contact the USF Ticket Office in order to learn more. Please keep in mind that full-time faculty and staff members are not given complimentary admission to men's basketball at any time, for any game, no exceptions.

All Other Ticketed Sports (Women's Soccer, Men's Soccer, Volleyball, Women's Basketball, Baseball):

USF full-time faculty and staff are eligible to receive 1 complimentary ticket per member for all sports listed. In order to redeem, please present USF identification at the venue doors no earlier than 60 minutes prior to game time. Tickets will be distributed to faculty and staff on a first come-first serve basis. Keep in mind that requests can not be fulfilled should the event be sold out.

USF Bag Policy:

No bag larger than 12x12x15 may be brought inside any USF Athletics venue.

Season Ticket Seat Relocation/Upgrade Policy:

For season ticket seat locations where demand exceeds available opportunities, USF will utilize a Priority Point ranking system to determine the exact order for whom will be first offered the chance to upgrade. The Priority Points system is determined in conjunction with USF Development, and includes a multitude of factors, including but not limited to: USF Alumni

status, number of consecutive years of season tickets, and lifetime giving. Please contact the Ticket Office with any additional questions.

Lost Tickets:

Please note, in the event your ticket bar code has already been scanned on game day, the San Francisco Athletics Department cannot guarantee entry. It is the responsibility of the account holder and purchaser to safeguard tickets once purchased. Ticketholders are responsible for informing USF Athletics as soon as possible about a ticket re-print. Please keep in mind that fees may be associated with re-printing a lost ticket.

Child/ Infant Admission Policy:

Anyone older than 2 years of age must have a ticket in order to attend a USF Athletics event. Any child 2 years old and younger does not need a ticket, under the assumption that they will sit on the lap of an adult and will not occupy a seat.

Prohibited Items:

We look forward to hosting you at a USF Athletics event. Please keep in mind that the following items are prohibited at all USF venues. Refusal to cooperate may result in ejection from event:

- Outside food and drink
- Alcoholic beverages
- Animals (excluding service animals)
- Banners, signs, poles (including selfie-sticks)
- Bicycles, roller blades, scooters, skateboards
- Cans, glass and plastic containers, and thermos bottles
- Chewing tobacco
- Backpacks and bags larger than 12" x12" x15"
- Horns and artificial noise makers
- Laser pointers
- Smoking, including the use of e-cigarettes
- Firearms, knives, tasers, and other weapons
- Flash photography/tripods

Re-Entry Guidelines:

USF Athletics does not offer exit/re-entry privileges from any athletics venue.